

W-01865A-07-0385

W-01865A-07-0384

ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM



0000083947

47

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 67814

Date: 4/11/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Arthur F. and Beverly Summers**

Account Name: Arthur F. and Beverly M. Summers

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Prescott

CBR:

State: AZ Zip: 86303

is:

Utility Company: **Groom Creek Water Users Association**

Division: Water

Contact Name: Jerry Hodgson

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01865A-07-0385 and W-01865A-07-0384 *****

Received the following letter -

April 8, 2008
Arthur & Beverly Summers
[REDACTED]
Prescott, AZ 86303

Arizona Corporation Commission
Application of Groom Creek Water Users
Association for Approval of Rate Changes
Re: Docket #W-01865A-07-0385 &
W-01865A-07-0384

Arizona Corporation Commission
DOCKETED

APR 16 2008

DOCKETED BY [Signature]

AZ CORP COMMISSION
DOCKET CONTROL

2008 APR 16 P 4:46

RECEIVED

To whom it may concern:

We are long time residents of Groom Creek and we are in favor of your approved increase to \$22.50 for Groom Creek Water Users. However, we are definitely not in favor of the \$42.00 per month base rate requested by the Groom Creek Water Board as your proposed increase is already greater than 50%.

Many of the residents, as well as us, are senior citizens living on fixed incomes. Granting the water board's requested increase would place a hardship on its residents.

One thing not mentioned was the replacement meter cost of \$7,500. This is an exorbitant price that would be difficult for anyone to pay. I hope something reasonable is being addressed. According to previous water board members, a large percentage of improvements have been made through the years. We think you may be getting some inaccurate information.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

12/1/08

We very much appreciate your consideration in this matter.

Thank you,

Arthur F. Summers
Beverly M. Summers
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following letter -

Dear Mr. and Mrs. Summers:

Your comments regarding the Groom Creek Water Users Association rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, e-mails and phone calls received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 4/11/2008

Opinion No. 2008 - 67814

W-01865A-07-0385
W-01865A-07-0384

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 67816

Date: 4/11/2008

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** Fred **Last:** Kester

Account Name: Fred Kester

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Prescott

CBR:

State: AZ Zip: 86303

is:

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: Jerry Hodgson

Contact Phone: [REDACTED]

Nature of Complaint:

*****W-01865A-07-0385 and W-01865A-07-0384 *****

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes

Docket No: W-01865A07-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I am NOT in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. I am in favor of the ACC Staff's proposed rate increase of \$22.50 per month.

Fred Kester
[REDACTED]

Groom Creek, 86303

I am not in favor of the GC Water Associations proposal because I have been living in NM for the last 7 months and do not understand all the implications of the \$42.00 increase. I have little information to date on the proposed construction plan to upgrade the system or guarantees the project can be done for the projected cost. I also do not know how it was determined what work needs to be completed, who is going to do the works and what interruptions to service may take place in this project. I live at the "end of the line" and have very little pressure in my second and third floor bathrooms and have no information if this project will give me the pressure I expect for the water company.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Responded with the following letter -

Your comments regarding the Groom Creek Water Users Association rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, e-mails and phone calls received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 4/15/2008

Opinion No. 2008 - 67816

W-01865A-07-0385
W-01865A-07-0384

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 67818

Date: 4/11/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Don M.**

Reis

Account Name: Don M. Reis

Home: (000) 000-0000

Street: 1372 E. Silver King Circle

Work:

City: Prescott

CBR:

State: AZ **Zip:** 86303

is:

Utility Company: **Groom Creek Water Users Association**

Division: Water

Contact Name: Jerry Hodgson

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01865A-07-0385 and W-01865A-07-0384 *****

Received the following letter -

I am NOT in favor of the excessive increase requested by the Groom Creek Board of Directors to \$42 month base rate. I think there should be a compromise somewhere in between. I would therefore accept a base rate of \$30 month, however, as I know that our old water system definitely needs fixing.

Hence, my signature above reflects the \$30 month base rate.

Don M. Reis

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following letter -

Dear Mr. Reis:

Your comments regarding the Groom Creek Water Users Association rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, e-mails and phone calls received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 4/15/2008

Opinion No. 2008 - 67818

W-01865A-07-0385

W-01865A-07-0384

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 67819

Date: 4/11/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Donald P.**

Muller

Account Name: Donald P. Muller

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Prescott

CBR:

State: AZ Zip: 86303

is:

Utility Company: **Groom Creek Water Users Association**

Division: Water

Contact Name: Jerry Hodgson

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01865A-07-0385 and W-01865A-07-0384 *****

Received the following letter -

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No: W-01865A-07-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are not in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements that the Staff plan and saves us as members over \$275,000.00 with a \$ 500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Additional Comments:

This is an underhanded attempt of the Board. We don't need to replace water lines unless they fail. The majority of residents do not want paved roads in Groom Creek. For more info call me at [REDACTED] or e-mail me at [REDACTED]

Thanks

Don Muller

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following letter -

Dear Mr. Muller:

Your comments regarding the Groom Creek Water Users Association rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, e-mails and phone calls received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 4/15/2008

Opinion No. 2008 - 67819

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Greg Freeman

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67860

Date: 4/14/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Steve Last: Batt

Account Name: Steve Batt

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: [REDACTED]

Zip: [REDACTED]

is:

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

04/14/2008-CORRESPONDENCE RECEIVED:OPPOSED OPINION

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No: W-01865A-07-0385 and W-01865A-07-0384

"I am not in favor of a rate increase to \$42.00. I think that \$22.50 is more than enough. Nor am I in favor of a \$.5 million credit line."

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

04/14/2008-SUBMITTED TO DOCKET NUMBERS:: W-01865A-07-0385 and W-01865A-07-0384

04/14/2008-LETTER MAILED TO CUSTOMER:

April 14, 2008

RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Steve Batt,

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Greg Freeman
Consumer Service Specialist
Utilities Division
End of Comments

Date Completed: 4/14/2008

Opinion No. 2008 - 67860

Substantiated/Un-Substantiated not yet determined

Notes:

W-01865A-07-0384
W-01865A-07-0385

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67893

Date: 4/14/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **James R. & Nancy D. Sharpe**

Account Name: James R. & Nancy D. Sharpe

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Glendale

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: **Groom Creek Water Users Association**

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

4/14/2008 - CORRESPONDENCE RECEIVED - OPPOSED OPINION:

RE: Docket No. W-01865A-07-0384

Docket No. W-01865A-07-0385

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-07-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Names(s): James R. & Nancy D. Sharpe

Address: [REDACTED]

Signature(s): James Sharpe Nancy D. Sharpe

Date: 4-10-08

Additional Comments:

I think the rate increase to \$42.00 base is justified and will preserve the investment we have in the property.

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

4/14/2008 - Correspondence Mailed to Customer:

April 14, 2008

James R. & Nancy D. Sharpe

RE: GROOM CREEK WATER USERS ASSOCIATION

Dear James R. & Nancy D. Sharpe:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst I
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 4/14/2008

Opinion No. 2008 - 67893

#W-01865A-07.0384
W-01865A-07.0385

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67891

Date: 4/14/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Betty Last: Unkrich

Account Name: Betty Unkrich

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Prescott

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

4/14/2008 - CORRESPONDENCE RECEIVED - OPPOSED OPINION:

RE: Docket No. W-01865A-07-0384
Docket No. W-01865A-07-0385

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-07-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Names(s): Betty Unkrich

Address: [REDACTED]

Signature(s): Betty Unkrich

Date: 4-10-08

Additional Comments:

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

n/a

End of Response

Investigator's Comments and Disposition:

4/14/2008 - Correspondence Mailed to Customer:

April 14, 2008

Betty Unkrich


RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Betty Unkrich:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst I
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 4/14/2008

Opinion No. 2008 - 67891

#W-01865A-07-0384
W-01865A-07-0385

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67890

Date: 4/14/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Susan

Makrauer

Account Name: Susan Makrauer

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Prescott

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

4/14/2008 - CORRESPONDENCE RECEIVED - OPPOSED OPINION:

RE: Docket No. W-01865A-07-0384
Docket No. W-01865A-07-0385

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-07-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Names(s): Susan Makrauer

Address: [REDACTED]

Signature(s): SNL

Date: 4-3-08

Additional Comments:

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

n/a
End of Response

Investigator's Comments and Disposition:

4/14/2008 - Correspondence Mailed to Customer:

April 14, 2008

Susan Makrauer


RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Susan Makrauer:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst I
Arizona Corporation Commission
Utilities Division

CLOSED
End of Comments

Date Completed: 4/14/2008

Opinion No. 2008 - 67890

#W.01865A-07.0384
W.01865A-07.0385

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67895

Date: 4/14/2008

Complaint Description: 08E Rate Cases Items - In Favor
N/A Not Applicable

First:

Last:

Complaint By: **Christine**

Bernard

Account Name: Christine Bernard

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Prescott

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: **Groom Creek Water Users Association**

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

4/14/2008 - CORRESPONDENCE RECEIVED - OPINION OPPOSED:

RE: Docket No. W-01865A-07-0384
Docket No. W-01865A-07-0385

To: Arizona Corporation Commission
Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.
Docket No. W-01865A-07-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I in favor of the ACC Staff's proposed rate increase of \$22.50 per month.

Printed Names(s): Christine Bernard

Address: [REDACTED]

Signature(s): Christine Bernard

Date: 04/09/2008

Additional Comments:

I think the 20 year fixed rate loan is a good plan. The only way I would be in favor of the Board's plan of \$42 would be if the \$42 would be in place for 10 years to retire the debt and then the rate would drop from \$42 to \$22.50 per month.

End of Complaint

Utilities' Response:

N/A

End of Response

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

4/14/2008 - Correspondence Mailed to Customer:

April 14, 2008

Christine Bernard


RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Christine Bernard:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst I
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 4/14/2008

Opinion No. 2008 - 67895

W-01865A-07-0385
W-01865A-07-0384

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: ([REDACTED])

Priority: Respond Within Five Days

Opinion No. 2008 - 67921

Date: 4/15/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: George & Sharon T Last: Maloney

Account Name: George & Sharon T Maloney

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: [REDACTED]

Zip: 00000

is:

Utility Company: Groom Creek Water Users Association

Division:

Contact Name: 0000

Contact Phone: 0000

Nature of Complaint:

Received the following OPINION letter dated 4-14-08:

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-07-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Name (s): _____ George T and Sharon K. Maloney _____

Address: _____ [REDACTED] _____

Signature (s) : _____ (signatures of the above) _____

Date: 4/14/08 _____

Additional Comments:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

No valid listing in Directory Assistance (the tel# provided of [REDACTED] was "disconnected at the customer's request") and no zip code included. I e-mailed this OPINION @ 4:47pm to Greg @ the ACC's Phx CONS Office to have this OPINION docketed under the Docket No.s: W-01865A-07-0385 and W-01865A-07-0384. File closed.

End of Comments

Date Completed: 4/15/2008

Opinion No. 2008 - 67921

Substantiated/Un-Substantiated not yet determined

Notes:

W-01865A-07-0385
W-01865A-07-0384

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: (505) 241-2222

Fax: (505) 241-2222

Priority: Respond Within Five Days

Opinion No. 2008 - 67931

Date: 4/16/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Ollie O. Last: Pau

Account Name: Ollie O. Pau

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: 0000000

CBR:

State: AZ Zip: 00000

is:

Utility Company: Groom Creek Water Users Association

Division:

Contact Name: 00000

Contact Phone: 00000

Nature of Complaint:

Received the following form letter dated 4-8-08. *****Note: Unable to clearly determine the first and last name on the letter.

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-07-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Name (s) Ollie O. Pau

Address: [REDACTED]

Signature(s): Ollie O. Pau

Date: 4/8/08

Additional Comments:

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

No complete mailing address and no listing available through Directory Assistance for either last name of Pau or Paul. Sent this OPINION to Greg @ ACC's Phx CONS Office to have this docketed under Docket No.W-01865A-07-0385 and W-01865A-07-0384. File closed.

End of Comments

Date Completed: 4/16/2008

Opinion No. 2008 - 67931

Substantiated/Un-Substantiated not yet determined

Notes:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67933

Date: 4/16/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Helene H.**

Eslinger

Account Name: Helene H. Eslinger

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: [REDACTED]

Zip: [REDACTED]

is:

Utility Company. **Groom Creek Water Users Association**

Division:

Contact Name: 0000

Contact Phone: 0000

Nature of Complaint:

Received the following form letter dated 4-12-08:

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing
and Rate changes.

Docket No. W-01865A-07-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Name (s) Helene H. Eslinger

Address: [REDACTED]

Signature(s): Helene H. Eslinger

Date: 4/12/08

Additional Comments:

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

I obtained the customer's tel# via Directory Assistance. I called and left a recorded message at 10:05am acknowledging her letter and that his OPINION would be noted for the record in this Company's application. I expressed thanks for taking the time to express her opinion. I provided my name and toll free tel# if she had any questions. I e-mailed this OPINION to Greg @ the ACC's Phx Office to have this docketed under Docket No. W-01865A-07-0385 and W-01865A-07-0384. File closed.

End of Comments

Date Completed: 4/16/2008

Opinion No. 2008 - 67933

Substantiated/Un-Substantiated not yet determined

Notes: